

# Muir Engineering Limited

## Warranty Policy

### Recreational Range



#### Policy

Muir warrant each new product manufactured by us to be free from defects in material and workmanship for a period of Three (3) years (first Owner), subject to limitations detailed below.

This warranty shall become effective only upon receipt of a completed product registration (online), which shall identify the product so registered by serial number and proof of purchase (receipt). This warranty shall remain in effect for a period of three (3) years from the date of purchase. For vessels in charter or hire the warranty is one (1) year.

#### How to Get Service

If something goes wrong with your windlass, contact the dealer from whom you purchased your product.

If a defect arises during the covered warranty period Muir will (1) repair the product at no charge using new parts or parts that are equivalent to new in performance and reliability, (2) exchange the product with a product with equivalent functionality formed from new and/or previously used parts that are equivalent to new in performance and reliability or, with your consent, a product that is at least functionally equivalent to the product it replaces, or (3) refund the original purchase price.

#### Conditions

While this warranty applies to defects in material and workmanship, it does not apply to:

- Normal worn parts or to damage caused by neglect, lack of maintenance, accident or improper service/installation or service by persons other than an authorised Muir representative
- Muir shall not be responsible for failures due to products being used in applications that they are not intended for or exceed the products performance specifications
- For warranty claim, defective product must be returned to Muir for inspection
- Muir will not be responsible for freight charges, removal, or installation labour on warranty claims
- Damage due to unsatisfactory storage or use of equipment prior to installation in the approved/intended manner.
- Products or parts of product that has clearly been fully submerged in salt water

#### Liability

All incidental damages as well as any indirect or consequential loss including (without limitation) any loss of anticipated profits, damage to reputation or goodwill, loss of expected future business, damages, costs, or expenses payable to any third party or any other indirect losses are excluded from this warranty. Implied warranties are limited to the life of this warranty or according to appropriate legislation. We reserve the right to improve the design or materials used on any product without assuming any obligation to modify any product previously manufactured or used. Any damage to yachts or equipment, personal injury, or death (unless caused by Muir Engineering negligence). Warranties of merchantability and fitness are excluded from this warranty.

#### Exclusions

Warranty is limited to twelve (12) months for:

- Electric motors / controls / equipment
- Hydraulic pumps / controls /valves
- Weather seals
- Use on charter/hire/commercial boats

#### Our promise

We believe you will be fully satisfied by the service you receive from your authorized Muir dealer, however, because our aim is your complete and lasting satisfaction; Muir adds another feature to your warranty's protection. In the unlikely event that you feel the response to a warranty service request is not satisfactory, we offer you an opportunity to air your complaint directly to Muir Engineering Pty. Ltd., 100 Browns Road, Kingston, Tasmania, Australia, 7050, +61-362-290600.

Please visit “ <https://www.muir.com.au/warranty> ” to complete your online Product Registration.